

**CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS**  
Sitting/Acting as (if applicable)

**Study Session Worksheet**

**Presentation Date:** 12/17/13    **Approx Start Time:** 9:00 AM    **Approx Length:** 30 minutes

**Presentation Title:** DTD Permit Lobby Update

**Department:** Transportation & Development (DTD)

**Presenters:** Barbara Cartmill, Acting Director, DTD; Diane Gissel, Office Supervisor, DTD

**Other Invitees:** Dan Johnson, Development Services Manager; Scott Caufield, Building Codes Manager; Mike McCallister, Planning Director, Liz Garcia, Business Services Manager, WES.

**WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?**

No action is required. We are updating the Board on DTD's Development Services permit lobby hours and the customer service levels over the last six months.

**EXECUTIVE SUMMARY:**

In July 2013 the Board directed DTD to adjust its permit lobby hours to include Fridays. Previously, DTD's hours were Monday through Thursday. Our permitting lobby consists of Planning, Building Codes, Civil/Site Engineering, Code Enforcement, and Soils (WES). To accommodate reduced staff levels as a result of the economic downturn of 2008, our current lobby hours are 8 p.m. – 3 p.m., Monday through Friday. Citizens are also encouraged to make appointments prior to 8 a.m. and after 3 p.m. with individual staff. The Development Services Building closes to the public at 3 p.m. on Friday.

**FINANCIAL IMPLICATIONS (current year and ongoing):**

N/A

**LEGAL/POLICY REQUIREMENTS:**

N/A

**PUBLIC/GOVERNMENTAL PARTICIPATION:**

We have reached out to our customers in a variety of ways to inform them about the five-day-a-week schedule, including articles in *Citizen News* and *Insights*, media releases, signs, emails and social media.

**OPTIONS:**

N/A

**RECOMMENDATION:**

N/A

**ATTACHMENTS:**

- Hourly statistical log; July - November 2013.
- Sample of citizen comments

**SUBMITTED BY:**

Division Director/Head Approval \_\_\_\_\_

Department Director/Head Approval A.B. Cartmill 12-10-13

County Administrator Approval \_\_\_\_\_

For information on this issue or copies of attachments, please contact Diane Gissel at 503-742-3339  
or dianeg@co.clackamas.or.us

## Fiscal Impact Form

**RESOURCES:**

Is this item in your current work plan and budget?

- YES  
 NO

**START-UP EXPENSES AND STAFFING (if applicable):**

**ONGOING OPERATING EXPENSES/SAVINGS AND STAFFING (if applicable):**

**ANTICIPATED RESULTS:**

**COSTS & BENEFITS:**

<b>Costs:</b>							
	Item	Hours	Start-up Capital	Other Start-up	Annual Operations	Annual Capital	TOTAL
<b>Total Start-up Costs</b>							
<b>Ongoing Annual Costs</b>							
<b>Benefits/Savings:</b>							
	Item	Hours	Start-up Capital	Other Start-up	Annual Operations	Annual Capital	TOTAL
<b>Total Start-up Benefit/Savings</b>							
<b>Ongoing Annual Benefit/Savings</b>							

**JULY**

		7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	Totals
Mon	1	2	1	14	15	11	8	10	14	8	4	0	87
Tues	2	3	9	13	17	15	17	20	16	10	0	0	120
Wed	3	0	3	11	8	10	12	11	8	8	3	0	74
Thurs	4	holiday											0
		5	13	38	40	36	37	41	38	26	7	0	281
Mon	8		2	15	9	10	12	6	9	6			69
Tues	9		10	11	7	9	10	13	11	3			74
Wed	10		10	14	6	12	7	10	18	1			78
Thurs	11		5	5	20	8	7	15	13	0			73
Fri	12		13	10	6	8	5	10	10	0			62
		0	40	55	48	47	41	54	61	10	0	0	356
Mon	15	0	7	7	17	6	11	9	11	3			71
Tues	16	0	10	9	11	10	13	13	6	7			79
Wed	17	0	7	11	8	11	9	10	17	9	1		83
Thurs	18	1	7	11	11	16	14	13	17	2			92
Fri	19	0	13	6	11	8	17	7	5	0			67
		1	44	44	58	51	64	52	56	21	1	0	392
Mon	22		7	9	12	11	7	10	15	0			71
Tues	23		10	6	15	11	12	17	17	3			91
Wed	24		9	6	8	5	8	18	17	4			75
Thurs	25		11	12	21	15	9	16	15	2			101
Fri	26		1	12	6	12	2	8	11	0			52
		0	38	45	62	54	38	69	75	9	0	0	390
Mon	29	2	7	4	10	13	12	11	18	4			79
Tues	30	2	12	13	4	13	12	10	11	8			85
Wed	31	0	8	13	15	9	8	15	11	6			85
Thurs													0
		4	27	30	29	35	32	36	40	18	0	0	251

**Monthly Total 1670**

August

		7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	Totals
Mon													0
Tues													0
Wed													0
Thurs	1		4	13	12	9	5	11	13	5			72
Fri	2		8	9	8	10	10	6	6	0			57
		0	12	22	20	19	15	17	19	5	0	0	129
Mon	5	0	7	10	9	13	3	16	11	4			73
Tues	6	1	15	8	12	12	8	10	20	3			89
Wed	7	1	7	10	13	5	7	10	13	8			74
Thurs	8	1	13	10	10	6	10	12	15	2			79
Fri	9	0	5	11	13	6	6	9	9	0			59
		3	47	49	57	42	34	57	68	17	0	0	374
Mon	12		6	7	8	10	12	16	8	8			75
Tues	13	1	8	10	9	12	15	10	12	4			81
Wed	14		9	4	12	6	3	6	4	4			48
Thurs	15	2	15	12	10	13	11	17	13	9			102
Fri	16		15	7	0	15	5	10	5	0			57
		3	53	40	39	56	46	59	42	25	0	0	363
Mon	19		14	13	12	8	8	12	10	4			81
Tues	20		10	8	10	7	13	13	9	6			76
Wed	21		9	20	15	12	15	15	15	3			104
Thurs	22		6	12	15	13	12	13	0	0			71
Fri	23		9	7	8	12	4	8	9	0			57
		0	48	60	60	52	52	61	43	13	0	0	389
Mon	26		9	7	11	9	10	9	15	3			73
Tues	27		3	10	4	13	5	12	15	5			67
Wed	28		10	10	10	12	8	8	16	7			81
Thurs	29		15	14	11	5	10	18	15	3			91
Fri	30		5	5	7	14	5	6	1	0			43
		0	42	46	43	53	38	53	62	18	0	0	355

Monthly Total 1610

Sept		7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	Totals
Mon	2	holiday											0
Tues	3	0	6	8	12	6	6	13	15	0			66
Wed	4	2	10	10	11	11	15	9	10	3			81
Thurs	5	0	12	6	8	14	13	10	6	0			69
Fri	6	0	4	10	2	8	2	8	14	0			48
		2	32	34	33	39	36	40	45	3	0	0	264
Mon	9	0	7	14	16	15	14	11	13	1			91
Tues	10	0	4	10	9	9	0	8	20	2			62
Wed	11	1	9	9	14	16	8	14	9	3			83
Thurs	12	0	8	10	6	12	4	11	9	4			64
Fri	13	0	10	8	9	11	10	16	12	0			76
		1	38	51	54	63	36	60	63	10	0	0	376
Mon	16	2	11	8	10	13	9	18	12	3			86
Tues	17	0	5	10	12	8	9	17	12	3			76
Wed	18	0	12	11	16	12	11	10	5	6			83
Thurs	19	0	9	18	5	3	6	13	15	1			70
Fri	20	0	10	7	7	13	6	6	0	0			49
		2	47	54	50	49	41	64	44	13	0	0	364
Mon	23	2	10	9	15	9	17	20	8	2			92
Tues	24	0	5	13	13	15	14	20	11	2			93
Wed	25	10	17	13	14	6	14	15	4	0			93
Thurs	26	8	10	7	10	8	7	9	4	0			63
Fri	27	5	10	7	10	7	6	5	0	0			50
		25	52	49	62	45	58	69	27	4	0	0	391
Mon	30	0	6	8	11	12	11	5	9	2	0		64
Tues													0
Wed													0
Thurs													0
Fri													0
		0	6	8	11	12	11	5	9	2	0	0	64

Monthly Total      1459

October

		7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	Totals
Mon													0
Tues	1		8	14	6	9	18	15	8	3			81
Wed	2		3	9	13	8	6	15	9	6			69
Thurs	3		7	5	11	9	12	10	10	0			64
Fri	4		7	4	7	8	9	8	11	0			54
		0	25	32	37	34	45	48	38	9	0	0	268
Mon	7		7	10	13	13	6	13	4	0			66
Tues	8		5	7	7	7	6	12	13	2			59
Wed	9		2	9	13	11	7	6	8	0			56
Thurs	10		7	12	15	11	13	17	12	2			89
Fri	11		3	5	11	7	10	10	8				54
		0	24	43	59	49	42	58	45	4	0	0	324
Mon	14	1	6	6	14	10	5	7	10	1			60
Tues	15	0	10	11	8	7	15	11	8	1			71
Wed	16	0	10	6	14	10	12	11	4	4			71
Thurs	17	0	9	11	9	11	9	5	9	2			65
Fri	18	0	8	8	7	9	8	9	4	0			53
		1	43	42	52	47	49	43	35	8	0	0	320
Mon	21		9	8	13	7	4	9	6	4			60
Tues	22		3	7	9	15	4	9	14	1			62
Wed	23		8	6	11	6	10	14	14	5			74
Thurs	24		10	7	15	7	10	15	21	1			86
Fri	25		8	13	6	7	8	12	8	0			62
		0	38	41	54	42	36	59	63	11	0	0	344
Mon	28		11	6	15	15	10	6	12	3			78
Tues	29		11	10	8	12	12	6	7	3			69
Wed	30		7	7	12	10	8	5	11	5			65
Thurs	31		5	4	9	12	8	13	12	1			64
Fri													0
		0	34	27	44	49	38	30	42	12	0	0	276

Monthly Total      1532

Nov		7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	Totals
Mon													0
Tues													0
Wed													0
Thurs													0
Fri	1		6	6	9	11	15	5	7	0			59
		0	6	6	9	11	15	5	7	0	0	0	59
Mon	4	0	11	15	13	18	13	14	20	0			104
Tues	5	0	7	3	8	10	6	10	10	2			56
Wed	6	0	9	10	12	9	14	9	3	3			69
Thurs	7	0	8	6	20	8	8	4	10	3			67
Fri	8	0	7	6	6	10	11	8	11	0			59
		0	42	40	59	55	52	45	54	8	0	0	355
Mon	11	holiday											0
Tues	12	0	6	10	10	13	13	15	8	8			83
Wed	13	0	6	13	13	9	5	16	13	7			82
Thurs	14	0	6	10	10	12	7	7	5	5			62
Fri	15	0	7	9	9	12	8	12	12	0			69
		0	25	42	42	46	33	50	38	20	0	0	296
Mon	18	0	8	13	4	6	3	10	10	2			56
Tues	19	0	1	7	6	8	11	11	7	0			51
Wed	20	0	8	5	9	6	8	11	7	3			57
Thurs	21	0	9	9	16	14	8	18	9	1			84
Fri	22	0	6	6	9	3	8	5	4	0			41
		0	32	40	44	37	38	55	37	6	0	0	289
Mon	25		5	8	15	7	6	9	11	1			62
Tues	26		5	6	8	12	8	7	7	4			57
Wed	27		5	12	8	9	5	7	3	1			50
Thurs	28	holiday											0
Fri	29		0	0	2	2	2	1	0	0			7
		0	15	26	33	30	21	24	21	6	0	0	176

Monthly Total      1175



	<b>Citizen Comments</b>		
07/01/2013	Thank you all for a very pleasant experience. Joanne & Hoy were very kind & helpful. Thank you again.	Dawn Michelle 503-841-1046	
07/01/2013	Complaining about Bonnie being rude. Bonnie threw my piece of paper in the garbag and told me to get another one.	Diana Taekker 503-654-0290 or cel 503-317-5512	
07/22/2013	Very good service! Sandy five stars!!	Laor 503-334-7677	
07/31/2013	Thank you for all of your help today. Every department was very informational.	Mary Wilson	
08/09/2013	Thanks for the coffee, made the wait better. Everyone was very friendly.		
08/16/2013	Edgar was very helpful and practical. Great customer service!	Greg Jenks 503-926-4046	
08/21/2013	Customer service was very poor. Fax wasn't processed and poor attitude day of visit. Plumbing permit that wasn't processed and was faxed on 8-15-13	David Bush 503-209-7641 AOSDave@gmail.com	Customer contacted by Barb C. Assured him we are working on correcting.
09/03/2013	I drove from Portland to access information. I can not talk to anyone in the dept in person. I CAN telephone someone until 4:30. This is very confusing.	Jean Powrie jmpowrie@gmail.com	
09/03/2013	Counter help at permitting could learn to say "you're welcome" when told "thank you" No response at all		
09/12/2013	Need to pick up a permit. Need to be open until 5:00!		

09/18/2013	Bring back the coffee cart.	Tim McGuire 503-224-9560	
09/25/2013	Show a little interest in helping.	Pete Steinkamp 503-737-7972 Peterwilliam@Juno.com	
09/25/2013	Your website is intuitive & easy to use, your system is consistent. I really appreciate the fact that your soils inspectors answer their phone to get questions answered quickly.	Davis Excavation 971-645-9570 dei.corbettor@gmail.com	
09/30/2013	Everyone was very nice and helpful. It was a positive experience.	Joanne 503-319-9877	
10/01/2013	Pole building permits take up to and over a month to 60 approved forcing companies to lay off workers!!!	Jason Swigar 503-869-3574 Jason@pacificnorthwest construction.com	
10/08/2013	Personnel all were absolutely wonderful. I moved from NY to here and dealing with the county here has been a great change.	Ross MaeKae ross@theznackae.com	
10/17/2013	On this day from 12 noon -2 we waited over 2 hours with only ONE person doing permits and 10 people waiting. Get more people to the desk Terrible public service!!	Bob Isaacs 503-956-8149	left message. No response.
10/22/2013	Took me 2 hours + 20 min to get a permit!!!		
10/29/2013	Barb & Jan were so helpful! Above and beyond. Helped my 85yr old client save a sale!	Gail Rupp 503-310-6559 ruppg@windermere.com	
11/26/2013	Had a great visit. Very good atmosphere.	Dave Sams 360-281-7994	